

PERFORMANCE WORK STATEMENT

For

Program Assurance and Governance

A procurement by the
U.S. General Services Administration
on behalf of
Office of Systems Management (QD)
Integrated Award Environment (IAE)/System for Award Management (SAM)
Washington, D.C.

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Contract Number TBD

This requirement is being solicited as a Task Order under the

NAICS 541519 – Other Computer Related Services
Product Service Code R408 Program Management/Support Services

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1 Background:

Integrated Award Environment (IAE)/System for Award Management (SAM)

Organizational Mission

The mission of the GSA Office of Integrated Award Environment (IAE) is to support a common, secure business environment which facilitates and supports cost-effective acquisition of, and payment for, goods and services; effective management of federal acquisition and assistance awards; and consistent transparency into federal acquisition and assistance awards.

The IAE vision is to continue to evolve and integrate the existing shared portfolio of ten (10) electronic systems used for awarding and administering federal financial assistance (i.e., grants, loans) and contracts through Agile Scaled Agile Framework (SAFe) Development Processes on the Common Services Platform (CSP) and in the future, the Business Services Platform (BSP).

The largest and most complex of the e-Government initiatives, the IAE works on behalf of the acquisition and financial assistance communities to save money, be more efficient, reduce burdens on the communities we serve, and improve federal award management.

Procurement Objective

The purpose of this procurement is to obtain the necessary contractor support in the areas of (1) program assurance and governance, (2) Scaled Agile Framework (SAFe) release planning, (3) enterprise architecture, (4) data management, (5) product delivery, and (6) product development to operations and maintenance transition, to enable the GSA Office of Integrated Award Environment to fulfill its SAM modernization mission.

This effort will require the contractor to collaborate with the Government and other contractor teams to provide support on Program Assurance, Enterprise Architecture including Data Architecture & User Interface design and Technical Governance. This support shall provide sustainability of deliverables and prepare a smooth transition to the operations and maintenance phase of the new SAM.gov (referred to as beta.sam.gov throughout modernization activities). Currently, the program is operating with a focus on nine (9) Business Epics (Attachment 01) for shared functionality across the systems, which will require the vendor to collaborate and function with multiple vendor and Government teams.

IAE/SAM Program History

In 2002, Integrated Acquisition Environment was created as an e-Government (e-Gov) initiative under the President's Management Agenda. As part of the e-Gov initiative, the Office of Management and Budget (OMB) designated GSA as the executive agent of the Integrated Acquisition Environment. In 2013, the Integrated Acquisition Environment was renamed the Integrated Award Environment (IAE) by its governance to reflect its management of procurement, grants, and federal assistance data. In 2017, the organization shall be renamed The Office of Systems Management (QD), IAE/SAM.

The concept behind the IAE/SAM is to provide Federal Government agencies and contractors with a shared IT system to manage the acquisition and grants-making

process from solicitation through closeout. The Goals of the IAE/SAM Program are to (1) create a simpler, common, integrated Information Technology (IT) service that promotes competition, transparency, and integrity; (2) increase data sharing across the Government and with the public to enable better decisions in procurement, logistics, payment, and performance assessment; and (3) take a unified approach to obtaining modern tools to leverage investment costs across the Federal Government for award-related IT services.

The IAE/SAM enables all phases of the Federal awards management lifecycle, manages the common source of entity information for acquisition and financial assistance (grants and loans) communities, provide a market research source for contract administration to the Federal acquisition community as well as private and commercial firms that are interested in doing business with the Government, and stores information that the public in general seeks on how tax dollars are being spent. Provide subcontract reporting opportunities for Agency and Contractor communities. IAE provides data for Government and non-Government stakeholders including the general public.

IAE awarded a task order to provide a common technology platform (referred to as the Common Services Platform) that will facilitate the functional sharing of “core” acquisition and financial assistance processes. The Common Services Contractor will provide common, shareable services to accommodate the insertion of “core” processes into the platform framework on an iterative basis. The IAE/SAM will be moving to the Business Services Platform in 2017.

IAE/SAM is governed by the Award Committee for eGov (ACE) structure which includes the Procurement Committee for eGov (PCE) and the Financial Assistance Committee for eGov (FACE). Additionally, all IAE operations are coordinated and prioritized through the Configuration Control Board (CCB) that consists of representatives from each of the 24 Chief Financial Officer (CFO) agencies. These same agencies contribute funding for the IAE operations.

IAE/SAM Current Status

IAE currently sees over \$1 trillion and 3.3 million transactions in federal assistance and procurement awards across all the IAE systems. With growing numbers, IAE currently has over 3.4 million registered users and over 500 million hits or page views per month.

The current IAE systems were developed over several years as free-standing, web-based systems to fulfill different roles throughout the acquisition and grants-making process. Many are operated and maintained by independent contractors. Shared functional components of the application stack for these systems are limited to co-location services that cover some systems and a consolidated end-user help desk that supports a different subset of the systems.

Current IAE systems consist of the following:

1. System for Award Management (SAM)
2. Federal Procurement Data System – Next Generation (FPDS-NG)
3. Federal Business Opportunities (FBO)
4. Electronic Subcontracting Reporting System (eSRS)
5. Federal Funding Accountability and Transparency Act (FFATA) Subaward

- Reporting System (FSRS)
6. Contractor Performance Assessment Reporting System (CPARS)
 7. Federal Awardee Performance and Integrity Information System (FAPIIS)
 8. Past Performance Information Retrieval System (PPIRS)
 9. Wage Determination OnLine (WDOL)
 10. Catalog of Federal Domestic Assistance (CFDA)

Currently, the IAE systems are self-contained in silos and run in differing environments; and as a result, resources are not used efficiently in sharing capabilities and data across the ten IAE systems. Furthermore, the implementation of the IAE systems is inflexible both in its software and infrastructure configuration.

2 Orientation

General Scope of Work

This Performance Work Statement (PWS) defines program support objectives for implementation of new SAM.gov web portal.

This task order will be placed under the 8(a) STARS II or Federal Supply Schedule 70 contract. It is anticipated that work will be performed using a Fixed Price and/or Labor Hour or Time and Material price structure.

Work will be performed over the period of approximately five years, with an anticipated Base Period of 12 months and four Option Periods of 12 months each.

Resources

Under this contract/task order, unless otherwise stipulated (see Section 13 – Government Furnished Items), the Contractor shall furnish or provide all personnel, personnel management and supervision, all related internal supporting business functions (including background and “overhead” personnel), materials, supplies, equipment, and facilities to perform the full range of technical and administrative services required by this contract/task order.

During the course of this contract/task order, the Government may make additional Government Furnished Items (GFIs) -- materials, equipment, and facilities -- available upon receipt of a written request from the Contractor to the Government Technical Representative. These GFIs, if provided, would be in addition to those initially set forth in Section 13.

The contractor shall provide fully trained personnel. (Reference “Staff Employee Requirement” in Section 7 of this PWS.)

Government personnel will be made available to provide technical input, answer questions, review completed draft deliverables, provide feedback, and provide shipping directions for deliverables.

Placement and Management of Work

All work under this Task Order is either specifically described in this PWS or shall be assigned to the Contractor in writing by the Contracting Officer's Representative (COR) using a Technical Directive form. Contractor employees shall perform work as specified

in this task order as directed by the Contractor's designated project manager, who shall have full responsibility for the assignment and monitoring of Contractor employee activities. All work shall be performed within the scope of this PWS and the Government will not ask or require the Contractor to perform work that is outside of the scope of this task order.

Customers

The customer and recipient of all work performed under this contract order is the Office of Systems Management (QD), IAE/SAM located at 1800 F Street NW HUB 4323 Washington, DC 20405.

Performance Monitoring

Contractor performance shall be monitored by the Government representatives in accordance with the Contractor's Quality Control Plan (QCP) and the Government's Quality Assurance Surveillance Plan (QASP)(see Section 12, below).

General Definitions

BSP – GSA Business Services Platform – The next generation IT platform for hosting multiple Government-wide acquisition applications.

CO – Government Contracting Officer (also PCO – Procuring Contracting Officer)

COR – Contracting Officer's Representative (See Section 15, below)

FTE – Full Time Equivalent, the number of labor hours equal to those that would be worked by one employee in a year. For this procurement action 1960 hours is considered an FTE.

CPARS – Contractor Performance Assessment Reporting System – This is a system that generates reports that are created by the government evaluators to document contractor performance.

CSP – Common Services Platform – A single IT platform for hosting multiple Government-wide acquisition applications.

IAE – GSA Office of Integrated Award Environment

IAE PMO – GSA Integrated Award Environment Project Management Office

Normal Workweek - A workweek is 40 hours.

Overtime - Time worked by a contractor's employee in excess of the employee's normal workweek. (Note: Premium pay is not authorized under this task order for overtime work.)

Quality Assurance - A planned and systematic pattern of all actions necessary to provide confidence to the government that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved.

Quality Assurance Personnel (QAP) - A functionally qualified government person(s) responsible for surveillance of contractor performance and providing communications to the contractor(s) and PCO.

Quality Assurance Surveillance Plan (QASP) - A plan detailing the contract surveillance procedures and containing the **Objectives, Measures and Expectations** that will be used to evaluate contractor performance of the PWS objectives.

Quality Control - Those actions taken by a contractor to control the production of outputs to ensure that they conform to the contract requirements.

TO – Task Order

Technical Definitions

None

3 Assumptions

The contractor shall employ a staff with sufficient experience and expertise to perform each of the tasks in this PWS.

4 Primary Performance Objectives (Technical)

The overall objective of this Task Order is for the Contractor to provide program support to insure that the new SAM.gov (beta.sam.gov) delivery and upcoming operations and maintenance (O&M) are achieved. This is to be done by collaborating with the Government and other contractor teams through Program Assurance and Agile Scaled Agile Framework (SAFe) Release Planning support, combined with the requirements for Enterprise Architecture, Data Management support and Governance Support. This support will focus around the nine (9) Business Epics (Attachment 01) as presented to support the IAE defined goal of SAM.gov as a single system. There is no intention that performance of this task order will replace the development work provided by other contractors who are working on this project. All deliverables and work products provided to the Government under this Task Order will become the property of the Government; therefore, they shall be delivered in a format that will allow the Government to edit them after the conclusion of this Task Order.

In summary, the overarching objectives of this requirement are as follows:

Business Objectives

- Support the Government who is leading the overall planning, building, testing and deployment effort. Enforce the use of the Scaled Agile Framework (or SAFe) process and manage the dependencies and risks.
- Provide analysis and forecasts to update the Program Detailed Roadmap (Attachment 02) with the proper adjustments during the modernization period.

Technical Objectives

- Provide technical support for the following.
 - Completion and Maintenance of the beta.sam.gov architecture

- Support for data architecture & management
- Support for user interface & user experience design
- Support for technical governance.
- Ensure that the IAE system modernization adheres to the Program Detailed Roadmap (Attachment 02)
- Assist the Government with preparation for a smooth transition to O&M.

Objective 1 – Program Assurance and Release Planning

The contractor shall meet this objective by supporting the Government in delivering a modernized SAM.gov. This shall be accomplished by collaborating with the IAE PMO, GSA IT, and other contractor teams and providing Program Assurance Support and SAFe Release Planning support as defined in the following sub-objectives. This support shall include the proper documentation of project activities (as noted below), submission of assigned deliverables, and participation in all required Agile ceremonies in support of the beta.sam.gov. These activities shall support IAE's defined goal of implementing SAM.gov as a single system and ensuring that the modified Scaled Agile Framework (SAFe) is used to conduct program execution.

Sub-objective 1.1 Product Assurance Support

The contractor shall provide Product Assurance and Delivery Support to the IAE system modernization (beta.sam.gov). The Delivery Lead shall work collaboratively with the Release Train Engineer (RTE), which shall be provided in this Task Order, and assigned Agile Coach(es) in supporting the Government who are leading the overall planning, building, testing and deployment effort. The contractor shall collaborate with the Government in assessing the backlog and scope of releases based on business requirements, enterprise architecture, dependencies and risks. The contractor shall consolidate information and provide recommendations to the Government by tracking delivered Features and Epics in releases across Epic teams, contained within a Weekly Profile Management Report. The Government will release integrated functionalities from Business Epics based on the Detailed Program Roadmap (Attachment 02). The contractor is required to support the deliverables and work with Government for recommendations.

The contractor shall support the IAE Leadership and Management to ensure that the stated deliverables of IAE modernization program are delivered in accordance with the Detailed Program Roadmap (Attachment 02). (It is anticipated that a Delivery Lead will provide this support.) The Delivery Lead shall work closely with the team and the lead Agile Coach and Release Train Engineer (RTE) to track and measure the performance of the program execution in SAFe, identify any potential deliverable risks associated with the project and bring them to the Government's attention with a recommended mitigation plan.

The Delivery Lead shall participate in all aspects of the new SAM.gov (beta.sam.gov) product development. This will include attending Scrum of Scrum meetings, demo meetings, release planning meetings, and any other meetings as deemed necessary by the Government.

The Delivery Lead shall work closely with the lead Agile Coach and Release Train Engineer (RTE) to support the Government and Epic teams on updates

and prioritizing the overall product backlog, as required. The Delivery Lead shall also work with RTE to lead the discovery and collection of each release objectives which will support the Government's release schedule.

The contractor shall support the Internal Change Control Board (ICCB) by assisting with the prioritization of functions, preparing features for releases, and ensuring that functionality is consistent with the IAE architecture.

The contractor shall deliver an update to the Detailed Program Roadmap in a format that will be editable by the Government. As part of this requirement, the contractor shall ensure that all information regarding key data points is current and presented in the Detailed Program Roadmap. Key data points include, but are not limited to: Feature and Product information (as pulled from JIRA and Confluence), milestones, recommendation for de-commission dates for Legacy systems, IAE Releases, functionality to be released into production, etc. The information contained in the Program Detailed Roadmap will be updated as required by the contractor, but formally delivered quarterly.

Sub-objective 1.2 Release Planning Support in Scaled Agile Framework (SAFe)

The contractor shall support the SAFe ceremonies and activities required to achieve the beta.sam.gov production goals. (It is anticipated that a Release Train Engineer and other appropriate contractor personnel will support this effort.) Release Planning and System complexity require more controls to keep the production train, composed of multiple vendor teams, on the track to ensure that the stated features and functionalities are completed. (The employment of a Release Train Engineer (RTE) is one of the techniques the Scaled Agile Framework (SAFe) Enterprise uses to keep the SAFe execution on track.) The contractor shall work closely with the Epic owners and Epic scrum masters for feature backlog, sprint backlog and release planning. The contractor shall collaborate with the IAE Agile Coach(es) to provide adequate Agile guidance and support to the Epic teams and to provide and maintain an **IAE Release Plan** to include the following artifacts:

- Release status, including Release burndown charts
- Product Backlog with priority indicators
- Scrum Task boards
- Release retrospective documentation
- Potentially Shippable Increment (PSI) Objectives

The RTE role, as provided by the contractor, shall lead the SAFe professionals to support Government and the contractor Delivery Lead to assure the program deliverables are met on schedule as communicated through the Detailed Program Roadmap. The contractor shall:

- Collaborate and provide guidance to the release train teams and participants. While the Agile Release Train (ART) and the teams that are part of the train are predominantly self-managing and self-organizing, the RTE provides guidance to help teams adapt to the environment.
- Organize and facilitate the Release Planning ceremony. The organization includes, but is not limited to:

- Working with necessary Government personnel to secure the ceremony site at an off-site location
- Organizing the formal invite to ensure inclusion of all necessary personnel
- Preparation of the agenda
- Collaboration with all necessary Government and Contractor personnel prior to the ceremony to ensure proper presentations are prepared
- Preparation of all instructions, rules of the ceremony and items needed for breakout sessions are ready and onsite
- Facilitation of all aspects of the ceremony activities
- Track and report the ART performance. The RTE focuses on facilitating ART and assist the Program Management Office which owns standard administration tasks.
- Lead and facilitate the Scrum of Scrums (SoS) ceremony
- Own the identified external dependencies during the two day planning meeting. This ownership includes working closely with point of contacts assigned to the external dependencies and facilitates intergroup communication and dependency resolution.
- Resolve and/or escalate impediments to IAE Leadership and Management as required. Scrum masters are required facilitate the resolution of impediments within their span of influence. Once an impediment is outside of a scrum master's span of influence, the RTE shall collaborate with the proper point of contact to resolve or escalate the impediment
- Facilitate process improvement at the ART level. While teams pursue improvements based on retrospectives, the RTE facilitates ensuring the overall processes are continually being refined. Such process improvement can include the facilitation of recommendations as presented at Retrospective ceremonies.

Objective 2 – Enterprise Architecture Support

To meet this objective the contractor shall support the Government in delivering SAM.gov (beta.sam.gov) Enterprise Architecture by collaborating with the all necessary Government personnel and other contractor personnel as directed by the Government. The support shall be fulfilled by 3 Sub-objectives:

1. Enterprise System Architecture support
2. Data Architecture and Management Support
3. User Interface and User Experience Support

Sub-objective 2.1 Enterprise System Architecture Support

The contractor shall update and support the Government in implementing IAE SAM.gov **Enterprise Architecture and Integration Management plan**. The Enterprise Architecture and Integration Management plan shall document the beta.sam.gov architecture baseline, the beta.sam.gov target architecture, the tasks required to manage the beta.same.gov enterprise architecture, and the Transition Plan to the target architecture, which shall include necessary Security requirements to achieve the stated target architecture. The plan shall incorporate the necessary aspects the Detailed Program Roadmap, which will include the integration of common components, business functions through the common services and the transition of those same functions from their legacy systems. The priority of those changes to IAE will be driven by the Government and the governance bodies of IAE as identified by the Government. The plan shall be

updated quarterly.

The contractor shall collaborate with Product Owners, as needed, and the Epic team architects to collect the Epic level architecture information. The Senior Enterprise Architect shall be responsible for collaboration with the Government Enterprise Architect to complete the SAM.gov architecture initial implementation (baseline) and system/components integration. This implementation should be achieved by referencing the Epic architecture info from the Epic teams. The transition to the target architectures shall be detailed in Transition Plan as contained within the Enterprise Architecture and Integration Management Plan.

The contractor shall schedule and facilitate weekly architecture status meetings with the IAE Architecture Management Team. Topics of architecture status meetings shall include, but are not limited to: technical roadmap, data architecture, GUI architecture, release planning, and IAE business priorities. The contractor shall be responsible for documenting all meeting minutes, actionable items and outcomes of the weekly Architecture meetings. Information, outcomes, and action items should be summarized within the **Monthly Status Reports** as provided to the Contracting Officer Representative (COR) and Contracting Officer (CO). The contractor shall document status on the progress of outstanding architectural deliverables, which shall be posted in Confluence.

The contractor shall support the planning, development and evolution of the IAE SAM.gov architecture using the Government-provided architecture tools appropriate to capture a conceptual, logical and physical architecture.

In support of planning the architecture and integration, the Government will provide information about current IAE operations and configuration. As new business requirements or operational issues arise, the vendor shall provide appropriate updates to the architecture to accommodate those changes. As a part of the IAE architecture and integration plan, the contractor shall develop as needed and maintain the following artifacts:

- Architectural life cycle documentation including baseline, transition, and target architectures
- Architectural technical roadmap for SAM.gov to align with IAE Release Schedule
- Architectural change management plan
- Methodology for architectural interrogation (Architectural Change Analysis)
- (it is duplicated)
- Post architectural implementation review documentation

Sub-objective 2.2 Data Architecture and Management Support

The contractor shall support the Government in the reconciliation of data elements across the legacy IAE systems into the new common services data architecture. To support this effort, the contractor shall develop the Enterprise Data Architecture. The contractor shall document all facets of data standards and develop the **Master Data Management (MDM) and Governance plan** and support the Government in the implementation and management of the plan across the SAM.gov product. The contractor shall use the government provided

tool(s) (Attachment 04) to create, view/manage data models and produce documentation and artifacts. The contractor shall support the Government with implementation, management and governance of the plans and procedures to ensure IAE data is managed according to Federal Government and GSA policies. The plan shall be reviewed and updated Quarterly - at minimum. Adhoc changes can be made as needed.

The contractor shall coordinate with Government personnel to perform quality assurance on the data, manage changes to the metadata including impact on both development and operations, and provide analysis of existing data in support of data quality management. As a part of the Data Management and Governance Plan, the contractor shall collect, build and maintain the following artifacts:

- Data Models
 - Enterprise Data Model (Conceptual)
 - Logical Data Model (if needed)
 - Physical Data Model (current and target)
- Enterprise Data Dictionary
 - Defines data domains, objects, elements, business definitions, technical constraints, logical data connections and translations, data types, domain values, security controls and constraints and authoritative sources
 - Make the Data Dictionaries available for the GSA IAE team, other Government users and eventually to the public via a Web application (IE and Chrome browsers initially)
- Enterprise Data Services Catalog
 - Create a comprehensive list of existing and planned API and Web Services, describe intended usage and map them to the prospective users (personas)
 - Make the Data Services Catalog available for the GSA IAE team, other Government users and eventually to the public via Web application (IE and Chrome browsers initially)
- Data Classification - Define and manage
 - Reference Data
 - Core/Application Data
 - Audit Log Data
 - Metadata
 - Security Disposition
 - Data Model & Standards
 - Reviewing logical functional areas
- Data Management Plan
 - Review, enhance, maintain current data management plan
 - Data Access Policy and Standards
 - Data Distribution and Retention Strategy, which at a minimum, defines parameters to
 - Create and manage test data store and distribution
 - Refine legacy Data Migration Strategy
 - Define data lineage, including short-term and long-term data retention and storage policies
- Operational Update Patterns
 - Create, Read, Update, Delete (CRUD) permissions on each item

- System Interface analysis to determine methods to consolidate, optimize and/or deprecate interfaces
- Data Interoperability Matrix which shows user and data interaction for Legacy systems and the new Modernized system (Business application by Personas)
- Data Strategy and Roadmap
 - Documentation of the tasks, timelines, deliverables and processes which need to be established and completed for the system to be production ready (other artifacts developed may be referenced here)
- Data Security
 - Data Security and Classification Standards
 - Data Security and Access Policies
 - Data Privacy Standards
 - Data Security Controls
- Business Analytics Roadmap - metrics/design to capture
 - Who is accessing data?
 - Events and Triggers
 - Internal and External drivers
 - Access methods
 - Feedback mechanism to enhance performance
 - Reporting Strategy
- Data Stewardship
 - Technical data stewardship documented which identifies key personnel, roles and responsibilities
 - Document the processes required to reconcile, update, connect and maintain data connectivity across the enterprise
 - Ensure the business rules established by the Business Stewards are documented and implemented in the appropriate data layer to ensure enforcement.

Sub-objective 2.3 User Interface and User Experience Support

The contractor shall provide the Government with technical leadership and expertise to support user interface development, including the SAM.gov (beta.sam.gov) front end and an open source library of common user interface components. The Front End Architect shall act as a technical liaison and representative for front end development in program-wide technical forums. The Front End Architect shall contribute to ongoing transformation of front end requirements, provided by the Government from legacy websites, into common, consolidated technical requirements and solutions. The Front End Architect shall collaborate with the Government and with technical and development staff from other contractor teams as provided in this Task Order by the contractor, to support the following activities.

- Maintain, iteratively update, and socialize the front end technical strategy and roadmap
- Maintain and iteratively update the front end architectural epics, features, and stories
- Maintain, iteratively update, socialize, and coordinate implementation of front end technical standards, processes, and documentation including
 - Front end architecture documentation
 - Website information architecture / sitemap

- Technology and tools documentation
- Development environment best practices and standards
- Software design best practices based on the approved technology stack
- Software coding standards
- Unit test processes and standards
- Deployment strategy and processes
- Accessibility standards and best practices
- Represent front end development in technical discussions and decision making including those related to governance, platform, and deployment
- Collaborate with the Government Internal Change Control Board and technical governance to document the methods by which changes to front end architecture, technology, standards, and processes are proposed, evaluated, approved, and captured
- Support front end developer training activities held by the Government

The contractor shall provide the Government with user experience leadership and expertise to support user interface development, including the SAM.gov (beta.sam.gov) front end and an open source library of common user interface components. The User Experience Designer will provide expertise in transforming business requirements into user experiences that reduce burden and optimize value for a diverse user community. The User Experience Designer shall contribute to ongoing transformation of requirements, provided by the Government from legacy websites, into common, consolidated user experience requirements and design solutions. The User Experience Designer shall act as a user experience liaison and representative in program-wide forums. The User Experience Designer shall collaborate with the Government and with user outreach, design, and development staff from other contractor teams as provided in this Task Order by the contractor, to support the following activities.

- Maintain and iteratively update user experience strategy, approach, roadmap, and best practices
- Maintain and iteratively update visual and behavior standards for web pages and user interface controls including accessibility standards
- Maintain and iteratively update style tiles, mood boards, and other conceptual tools
- Maintain and iteratively update navigation and website workflow patterns
- Collaborate with Government and contractor user analysts to solicit and incorporate user experience feedback
- Create, maintain, and iteratively update wireframes and mock-ups and associated documentation
- Represent user experience perspective in business and technical discussions
- Collaborate and coordinate with the Government and contractor designers and front end developers to ensure user experience standards are followed
- Support design training activities held by the Government

Objective 3 – Technical Governance and Requirement Support

To meet this objective the contractor shall provide the Government with Technical Governance Support and Technical Requirement Support. This support shall be achieved per the Sub-objectives as defined below:

1. Technical Governance Support

2. Technical Requirement Support

All IAE system modernization development work is directed in compliance with the Web Content Accessibility Guidelines 2.0 (WCAG 2.0) in anticipation of the Section 508 standards refresh.

Sub-objective 3.1 Technical Governance Support

The contractor shall support the Government in developing and maintaining IAE technical governance metrics and standards for the IAE environment. The contractor shall document all technical aspects of the environment and architecture to include the coding and development environments, micro services and API architecture, and data management to be contained in a **Technical Governance Management Plan**. The contractor shall develop and maintain the following artifacts as part of the Technical Governance Management Plan:

- Documented Technical Architecture Standards which shall include approved Model-View-Controller (or appropriate) architectural patterns, components, and interactions.
- Application Design Standards which shall ensure that standards are followed for all technical implementations, such as micro services and Application Program Interfaces (API), are validated, approved and cataloged.
- Coding Standards which shall ensure coding & integration standards are being followed, identify potential scalability, interoperability or security issues, and facilitate the integration of the development teams and the code into the IAE technical community.
- Technical Architecture Configuration Management Plan (sub plan) which shall document the methods by which changes to the architecture at any level are proposed, evaluated, approved and captured so as to maintain balance, flexibility, and control in the technical architecture;
- Architecture Strategy which shall facilitate the transition of the architecture to evolve and meet Government needs in alignment with the roadmap
- Section 508 Standards as per the WCAG 2.0 guidelines.
- Release Process Management Plan (subplan) which shall document the plan, schedule, control and deliver applications (and their upgrades) through the different development, test, staging and production environments utilizing a "Pipeline" process and tools such as "Docker".
- Governance Measurements (Metrics): This shall include the collection of Scope, Cost, and Schedule, Sprint and Resource, as well as other metrics that convey the project's velocity, throughput, backlog latency, and business efficacy.
- Resource and Tools Management Plan and monitoring to proactively manage and oversee the need for filling gaps in technology, roles, skillsets, capabilities, etc.

The contractor shall support the administrative functions, to include the collection of meeting minutes, of the Internal Change Control Board (ICCB) processes and workflows, and assess architecture change requests to provide recommendations to the Government. The contractor shall support the Government in managing the corresponding changes as they occur through the design, development, and deployment cycles.

Sub-objective 3.2 Technical Requirements Support

The contractor shall provide technical requirements documentation support. The contractor shall document the technical requirements to support Agile development occurring within a CMMI standards based environment to ensure the benefits of both practices. Technical requirements shall be appropriately documented and maintained in the IAE collaborative environment, specifically Confluence. Technical requirement documentation support shall include:

- Proposed technical requirements based on business and functional requirements provided by the Government
- Documentation of technical requirements to be derived from business rules (such as within API documents or a business rules infrastructure)
- Support for screen mockups and prototypes
- Documentation of Technical Transition requirements provided by the Government for the new IAE environment (beta.sam.gov)

The contractor shall support the Government in documenting Government-defined technical requirements which reflect the business and functional requirements of IAE. The business and functional requirements shall be used to define the parameters of the technical requirements, the prioritized Quality Attributes of the SAM.gov application, and guide the application development parameters of the software developers. These technical requirements shall be captured and documented using the business and functional requirements as guidance, and with Government direction, review, and approval, shall be aligned with the IAE business processes. The contractor shall:

- Perform usage analysis (and create corresponding artifacts) for each applicable software component to determine expected user interaction and capacity when deployed to production
- Create 'use cases' that model typical user interaction on each module when deployed to production
- Create a list of 'system requirements' that are derived from the business and functional requirements, use-cases and usage analysis

The contractor shall gather data, which shall include, but not limited to:

- Tasks each user role will predominantly perform
- Time of day for spikes in the number of users and their processing demands
- Peak processing times for complex queries and what tasks are performed during these times
- Expected duration of connectivity for each user Role in each module
- Possible impacts of administrative functions (e.g. loading data, re-indexing tables, etc.) to users around the globe.

The contractor shall develop the Use Case models, which shall document the typical and atypical interaction for all users of the SAM.gov application, describing the complete workflow of interacting with the system from the perspective of each type (role) of user. The Use Cases shall be described in each of the following two methods:

- Use Case diagrams that give a graphical depiction of the relationships

between the actors (users) and the use cases (e.g. Relationship between Administrator and the Use Case for searching the Audit File)

- Use Case reports which describe individual use cases, including primary and alternative workflows

Each Use Case shall include quantitative estimates about user behavior in the form of relative weights that will be used to determine high priority Quality Attributes (QA) such as performance, availability, usability, responsiveness, and other measures for quality of service. Relative 'weights' will be assigned to Use Cases by the contractor identifying the most common and critical user tasks. These "weights" will be reviewed by the Government.

The contractor shall develop the system technical requirements, utilizing the usage analysis and use cases, with the business and functional requirements. Examples of system technical requirements that affect design include, but not limited to:

- Availability
- Peak Capacity
- Performance
- Serviceability
- Scalability
- Securability

The contractor shall support the Government in the maintenance of API definitions that support technical requirements. The API definitions shall be evaluated for impact to the overall SAM.gov application, in order for the developers to have a clear understanding of the expectation of the API operations at the time of a release or the completion of a sprint. The Government will use these definitions both as part of the publication to API users, and to guide development of those APIs within IAE. The contractor shall document and maintain the following artifacts:

- Technical Stories and specifications for components to support business processes
- Non-functional (technical) requirements description documents
- Identified and prioritized project Quality Attributes (QAs)
- Use Case diagrams and Use Case reports
- Usage Analysis Matrix and/or Report

5 Meeting Objectives

To accomplish the Meeting Objectives of this Task Order the Contractor shall participate in the following meetings. Nothing discussed in any meetings or discussions between the Government and the Contractor shall be construed as adding, deleting, or modifying contractual agreement without written authorization from the Contracting Officer.

Meeting Objective 1 – Initial Business/Kickoff Meeting

Within five (5) business days following the Task Order award date (or other time mutually agreed between the parties), the Contractor representatives will meet with the the GSA Contracting Officer, GSA COTR, and Government program manager or

designee to review the contractor's understanding of the requirements, goals and objectives of this task order. The contractor shall also address the status of any issues that will affect contractor start-up/ramp-up toward achieving full service/support capability. The Government will be responsible for taking minutes of this meeting.

Meeting Objective 2 – Ad hoc Technical / Work Status / Administrative Meetings

The Contractor shall, if requested by the Government, participate in monthly status meetings or ad hoc technical meetings or ad hoc work status meetings at a mutually agreeable time and place to discuss tasking, work progress, technical problems, performance issues, or other technical matters. During these meetings the Contractor shall at least provide accomplishments, problems and issues and planned actions. The Contractor shall take minutes of these meetings and include them in a Monthly Status Report (Data Item A003). These meetings will occur at a time and place mutually agreed upon by the parties.

Meeting Objective 3 – Contract Administration Meetings

The Contracting Officer (CO) may require the authorized Contractor representative to meet or participate in a teleconference with authorized Government personnel as often as deemed necessary to discuss contract performance or administrative issues. The Contractor may also request a meeting with the CO when deemed necessary. The content of meetings shall be documented in writing. Minutes shall be approved by both parties and shall be included in the Government contract file.

6 Contract-wide Objectives

Contract-wide Objective 1 – Contract and Project Management

The Contractor shall be solely responsible for managing the work performed in the execution of this contract/order. This includes the responsibility to –

- assign appropriate resources to each task,
- maintain clear organizational lines of authority,
- ensure effective contract task management and administration
- establish and use proven policies, processes, analyses, and best practices

The Contractor shall maintain project milestones for each assigned task. The Contractor shall update Government representatives on work progress and task milestones during the monthly status meetings.

Contract-wide Objective 2 – Subcontract Management

The Contractor shall be fully responsible for management, control, and performance of any Subcontractor used on this contract. If a Subcontractor is being used, the Prime Contractor must inform the Government. Use of a Subcontractor on the Contractor's team shall not relieve the Prime Contractor of responsibility nor accountability in the execution of this contract/order.

Contract-wide Objective 3 – Business Relations

A primary element of project success is the business relationship between the Contractor and Government representatives. Within this context the Government will monitor the Contractor's contribution to business relations and provide feedback when required. The Contractor shall make every effort to establish and maintain clear and

constant communication channels with the Government primaries (CO, COTR, and Government Technical Representative) of this contract for the purpose of:

- Promptly identifying PWS and/or business relationship issues of controversy and the bilateral development and implementation of corrective action plans.
- Ensuring the professional and ethical behavior of Contractor personnel.
- Maintaining effective and responsive Subcontractor management.
- Ensuring the Contractor support team is fully aware and engaged in strengthening the interdependency that exists between the Contractors and their Government counterparts.
- Facilitating Contractor–Government collaboration for continuous improvement in the conduct of PWS tasks, reducing risks, costs and meeting the mission needs of the F-15 program.

Contract-wide Objective 4 – Contractor Response

The contractor shall ensure prompt response to Government inquiries, requests for information or requests for contractual actions.

Contract-wide Objective 6 – Team Continuity and Employee Retention

The Government recognizes the benefits in maintaining the continuity of contractor team members. These benefits include but are not limited to retention of corporate knowledge, minimizing contractor familiarization, maintaining/increasing performance levels, schedule adherence, and preserving organizational interfaces developed over time. These benefits also accrue to the Contractor. Within the context of effective and efficient personnel management, the Contractor shall take reasonable and appropriate steps to retain the qualified employees staffed against this contract to maintain continuity and performance while effectively reducing costs borne by the Government.

Contract-wide Objective 7 – Professional Appearance

Contractor employees shall present a neat and professional appearance appropriate to the work being performed at all times when interacting with Government representatives, working in Government facilities, or representing the Government at meetings or before third parties.

7 Additional Performance Requirements

Location of Work

Performance will take place primarily at the contractor's facility. On occasion, placing a Contractor employee in Government facilities may be necessary for efficient execution of a task. Meetings will be held at either the Government's or the Contractor's location depending on availability and circumstances.

Time of Work

Normal Hours

For any Contractor employees working on Government facilities, their normal duty hours shall be 8 AM – 5 PM local time, Monday through Friday, to coordinate with Government operations. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual objectives or sub-objectives require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and government closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

Holidays

The Government shall observe the following holidays.

New Years Day	Labor Day
Martin Luther King Jr., Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

Government Facility Closures

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from facility closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract.

All services to be performed under this contract/order have been determined to

be non-essential for performance during a facility closure. Should the Government facility be closed, the Contractor shall be notified by either the Contracting Officer, GSA Technical Representative, or a local television or radio station. The Contractor is responsible for notifying its employees about Government closures. Contractor employees are not to report to the Government facility if it is closed and will adhere to delays, unless otherwise specifically instructed otherwise by the CO or GSA Technical Representative.

Performance at the Contractor's Facilities

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 0700 and 1700 Eastern time, Monday through Friday, with the exception of government designated holidays or facility closures.

Travel

Travel is not included as a part of this task order.

Limitations on Contractor Performance

The Contractor shall NOT perform the following functions in connection with the services provided under this task order.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with Government suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

Privacy Act Requirements

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

Personal Services

This is not a "Personal Services" contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that "Personal Services" employer-employee relationships are not created between government and contractor employees during performance of this task order. Although Contractor employees who

furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor's designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation –

- All tasks will be initiated using approved Task Directive Forms.
- All government direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms
- All government contract monitors shall communicate with the contractor through the approved contractor management representative.
- All government representatives responsible for managing this task order shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing “Personal Services” as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees. The badge shall be worn on the outermost garment between the neck and waist so badge is visible at all times.
- Name plaques shall be placed at Contractor employees' work area (cubical or office) that clearly identify them as Contractor employees. The plaques shall be placed in a clearly visible location so they can be seen by all visitors and associated government employees.

Rehabilitation Act Compliance (Section 508)

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>
<http://www.access-board.gov/508.htm>
<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended with regard to operation of military aircraft and military aircraft simulators.

Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this Task Order. No specific firm is currently identified but firm may be identified during the course of contract/task order performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed on this task order. The Contractor shall comply with the provisions of the task order clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the Task Order.

8 Personnel Requirements

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NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.

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Personnel Qualifications – General

All personnel working on this contract shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

Key Personnel Definition and List

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replaced them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of contract/task order award*. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

The following Contractor personnel will be considered to be "Key Personnel" under this contract / delivery order.

Senior Project Manager
Delivery Lead
Release Train Engineer
Senior EA Architect
Senior Front End Architect
Technical Governance Lead

**Note: Failure of the Contractor to furnish proposed key personnel shall be viewed as a breach of contract and may be grounds for a default determination by the Government.*

Key Personnel Qualifications

PROJECT MANAGER

The Contractor's Project Manager shall be the primary point of contact for the Government and shall be responsible for the management, content, and quality of work performed on this task order. The Contractor's Project Manager must be available to coordinate with Government representatives on a daily basis if required. The Contractor shall provide the Project Manager who is specified in their proposal for a minimum of the initial period of this Task Order, unless otherwise agreed between the parties. The Contractor shall provide a competent backup for the Project Manager in the event of a temporary absence and a competent replacement for the Project Manager in the event of the PM's extended absence (more than two weeks or other time as agreed between the parties).

The project manager and alternate(s) must be able to communicate clearly (read, write, speak, and understand English.)

The Project Manager must have credentials that substantiate that he or she has:

- Educational attainment that is appropriate for managing the type of work described in the PWS, both in size and scope.
- Mature experience in project management.
- Successful management of project tasks and coordination of employees in

various labor categories and with various skills in projects of similar size and scope as the one identified in this PWS.

- Demonstrated experience managing, coordinating, and facilitating a team's efforts effectively and efficiently in a Time and Material/Labor Hour contracted environment within the Federal Government.
- Sufficient experience to be conversant in and have a working knowledge of each of the technical objectives of the PWS. The PM's experience must demonstrate that he or she can understand all aspects of the work, with the ability to direct the staff to perform successfully.
- Knowledge of management practices and program implementation.
- Any required and appropriate security or suitability clearances.

DELIVERY LEAD

The Delivery Lead shall be the primary point of SAM.gov product delivery for the Government, the Project Manager and leads of IAE modernization development teams. The Delivery Lead is responsible to work with IAE Internal Change Control Board (ICCB) by reviewing the product backlog, progressively elaborated from high-level strategic themes to epics to features, and integrates all aspects of the modernization effort to deploy working code to users. He/she is available to coordinate with related parties on a daily basis.

The Delivery Lead and alternate(s) must be able to communicate clearly (read, write, speak, and understand English.). The Delivery Lead must have credentials that substantiate that he or she has:

- Ability to identify and remove any or all things that are hindering or 'blocking' the teams, so the team can deliver the product.
- Ability to define and drive technical solutions and deliver products from multi-year and multi-team.
- Significant experience in managing delivery demand for technology as a liaison with all levels of business, product and technology leadership
- Demonstrated experience working with technology leadership to translate business and product requirements into technology strategies and roadmaps
- Demonstrated experience working with latest and emerging web and data analytics technologies
- At least 10 years of experience leading IT product delivery
- Any required and appropriate security or suitability clearances.

RELEASE TRAIN ENGINEER

The RTE is a hybrid role that properly balances agile leadership and program management to help software development teams build and deliver solutions more efficiently. This position requires individuals who have previously been successful Scrum Masters and/or Agile Coaches on highly distributed teams, have led Agile/Scrum adoption in the past, and have experience in software delivery as well as those who can effectively drive and influence changes.

The credentials of the RTE must substantiate that he or she is and/or can be:

- Assertive: Must be able to ensure Agile/Scrum concepts and principles are adhered to, must be able to be a voice of reason and authority, recommend make the solutions tough to his/her customers or government leadership making tough decisions calls.

- Attitude of empowerment: Must be able to lead a release train and multiple teams to self-organization
- Attitude of transparency: Must desire to bring disclosure and transparency to both business and IT and grow to grow trust amongst partners
- Collaborative: Ability to partner with others to achieve goals at various levels throughout the organization and lead others to do so by example
- Communicative and social: Must be able to communicate well with all levels of the organization from Scrum team members to executives
- Conflict resolution: Must be able to facilitate discussion at the release train level and facilitate alternatives or different approaches
- Continual improvement: Must continually be growing one's craft learning new tools and techniques to manage oneself and a team
- Enthusiastic: Must be impassioned and high-energy
- Facilitative: Must be able to lead by example and demonstrate value-add principles to agile release trains
- Servant Leader: Must be able to garner respect from team and stakeholders and be willing to get their hands dirty to get the job done
- Situational Awareness: Must be the first to notice differences and issues as they arise and elevate them to management
- System Thinker: Must be able to analyze the entire software development environment

The duties of the RTE shall be the following:

- The Release Train Engineer (RTE) facilitates the Agile Release Train (ART) enterprise processes and program execution, escalates impediments, manages risk, and helps drive program-level continuous improvement. The RTE is responsible for facilitating program events such as Release Planning, Inspect & Adapt, the Scrum of Scrums and the Portfolio leadership meetings.
- The RTE ensures mission execution, leads and facilitates teams through development and delivery, guides the transition to and implementation of SAFe, acts as Agile Product Owner Sync and Scrum of Scrum Master, and is an Agile and SAFe facilitator at the Portfolio, Program, and Team levels (Value level, as applied).
- The RTE facilitates Release, Sprint and Kanban activities, Agile Release Train (ART) execution, and delivery of end-to-end value. The RTE has experience applying the available toolkits for ART enablement, notably since IAE currently uses Atlassian's Jira and Confluence tools, has experience with such tools.
- The RTE supports the ART and value stream relentless improvement, addresses Lean-Agile, ART and value stream anti-patterns, and applies RTE coaching essentials and servant leadership.

Optional:

SAFe Program Consultant 4 (SPC4) certification (Scaled Agile Framework) as a primary qualification with three years enterprise level experience applying SAFe.

ENTERPRISE ARCHITECT

The Contractor's Enterprise Architect (EA) shall support the Government in the design and development of processes, environments and procedures in the

'business', 'data/information', 'application' and 'technology' domains. The Contractor's Enterprise Architect must be available to coordinate with Government representatives on a daily basis if required. The Contractor shall provide the Enterprise Architect who is specified in their proposal for a minimum of the initial period of this Task Order, unless otherwise agreed between the parties. The Contractor shall provide a competent backup for the Enterprise Architect in the event of a temporary absence and a competent replacement for the Enterprise Architect in the event of the EA's extended absence (more than two weeks or other time as agreed between the parties).

The Enterprise Architect and alternate(s) must be able to communicate clearly (read, write, speak, and understand English.)

The Enterprise Architect must have credentials that substantiate that he or she has:

- Educational and professional accomplishments that are appropriate for completing the type of work described in the SOW, both in size and scope.
- Extensive experience in the application of Enterprise Architecture.
- Sufficient experience to be conversant in and have a working knowledge of each of the technical architectural objectives of the SOW. The Enterprise Architect's experience must demonstrate that he or she can understand all aspects of the work, with the ability to accomplish the required tasks successfully.
- Knowledge of Enterprise Architecture design, development, documentation and deployment techniques.
- Any required and appropriate security or suitability clearances.

FRONT END ARCHITECT

The Contractor's Front End Architect shall provide the Government front end technical support across the software development lifecycle including architecture, design, development, documentation, testing, and deployment support. The Contractor's Front End Architect shall represent the front end perspective, socializing requirements and constraints, in technical discussions with the Government and other contractors. This includes representing front end concerns related to the platform; the development environment; development, test, and deployment processes; and governance. The Contractor's Front End Architect must be available to coordinate with Government representatives on a daily basis if required. The Contractor shall provide the Front End Architect who is specified in their proposal for a minimum of the initial period of this Task Order, unless otherwise agreed between the parties. The Contractor shall provide a competent backup for the Front End Architect in the event of a temporary absence and a competent replacement for the Front End Architect in the event of the architects extended absence (more than two weeks or other time as agreed between the parties).

The architect and alternate(s) must be able to communicate clearly (read, write, speak, and understand English.)

The Front End Architect must have credentials that substantiate that he or she has:

- Educational attainment that is appropriate for managing the type of work described in the PWS, both in size and scope.
- Strong ability in the front end technologies listed on IAE platform (see the attached software list).
- Mature technical leadership experience including successful leadership of technical teams in projects of similar size and scope as the one identified in this PWS.
- Demonstrated experience across an agile software development lifecycle (SDLC), including assessing, managing, and mitigating risks across the SDLC.
- Demonstrated communication skills and ability to coordinate technical activities with Government and contractor personnel
- Sufficient experience to be conversant in and have a working knowledge of each of the business and technical objectives of the PWS. The Front End Architect's experience must demonstrate that he or she can understand all aspects of the work, with the ability to provide expert technical guidance that supports business objectives.
- Any required and appropriate security or suitability clearances.

TECHNICAL GOVERNANCE LEAD

The Technical Governance Lead shall support an effort in the areas of Web and mobile application development; Web and content management; quality management; change configuration and release management; cloud hosting support; social/digital media support services; enterprise and IT governance; technology support services including infrastructure support services; and Web content management that includes written and graphical content.

In the area of IT Governance, The technical governance lead will manage the following activities.

- Web and enterprise communication governance framework implementation and management;
- Baseline management, performance management, and strategic planning;
- Using enterprise architecture methodology and EA information as decision making tools for enterprise-wide implementations.
- The GSA IAE objective is to provide useful, usable, accessible and secure websites and Web applications for the public and government employees using current, proven and cutting edge open-source technologies while exploring innovative strategies and capabilities to improve these services across SAM.gov.

The Enterprise Architect must have credentials that substantiate that he or she has:

- Educational and professional accomplishments that are appropriate for completing the type of work described in the SOW, both in size and scope.
- Experience with Information technology project management,
- Experience with Web and mobile application development;
- Experience with Web content management;
- Experience with quality management;

- Experience with change, configuration and release management;
- Experience with cloud and centralized hosting support;
- Experience with enterprise and IT governance technology support services including infrastructure support services and security;
- Experience with prescribed rules of conduct concerning government information dissemination.
- Experience in understanding and support of the FISMA regulations, within the context of the software development process.
- Experience capturing, using, and reporting performance information as used commonly in industry to assess value creation and loss.
- Technical Governance Lead shall be Project Management Professional (PMP) certified and have experience managing agile software development projects.

Key Personnel Substitution

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to the contract/task order. If the Government CO and the COTR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this task order, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

Non-Key Personnel – Additional Qualifications

The required the type of expertise, minimum qualifications, and years of experience for the following Government suggested labor categories.

Release Planning Support

Two Mid-level Agile specialists with Agile Scrum Master certification. SAFe certification is required and JIRA/Confluence expertise is highly recommended

Enterprise Architecture Support

One Mid-level EA Architect with TOGAF, FEA(F) or DODAF certification with 5+ years of experience

One Technical Writer with EA artifact experience

Data Mgt & Governance Support

One Mid-level Database Engineer (Data Analyst)

One Mid-level ETL Developer

One Mid-level Java/Javascript/Python Developer

User Interface and User Experience Support

One User Experience and Visual Designer

Technical Governance Support

One Mid-Level Solutions Architect

Two Business Analysts

One Technical Writer with PM artifact, and EA artifact experience

Technical Requirements Support

One Senior Business Analyst with 15+ years of experience

One Mid-Level Business Analyst with 5+ years of experience

One Systems Analyst with 10+ years of experience

One Technical Writer with PM artifact, and Requirements documentation experience.

Non-Key Personnel Substitutions

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this PWS. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

Staff Maintenance

Due to the demanding nature of this program, it is essential that the Contractor maintain sufficient staffing levels to accomplish all required tasks. This is especially true because many labor skills are in short supply and the program must rely on a single employee to fill one or multiple roles. During any transition of personnel, the Contractor shall make every effort to maintain manning without loss of service days to the Government. This may necessitate the use of temporarily assigned employees to fill short term gaps between permanently assigned employees.

The Contractor is required to use and/or replace all personnel with those who meet the minimum qualifications as stipulated above, in this PWS Section 7 –Personnel Qualifications and Staff Employee Requirements, and should strive to replace departing personnel with those having appropriate and/or equal qualifications. Failure on the part of the Contractor to employ an adequate number of qualified personnel to perform this work will not excuse the Contractor from failure to perform required tasks within the cost, performance, and delivery parameters of this contract / task order.

Contractor Employee Work Credentials.

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

9 Security Requirements

Compliance with Security Requirements

The contractor is required to comply with all security regulations and directives as

identified herein and other security requirements as are shown elsewhere in this contract.

The Contractor shall be responsible for ensuring all employees supporting this contract comply with all security requirements imposed by the local commander at all times while on the installation and shall follow instructions of the local organizational commander pertaining to security.

Common Access Card & ID Badges

When Government facilities are utilized in performance of this contract, the Government will escort contractor employees or provide photo identification, such as a Common Access Card (CAC) and Restricted Area Badge (as required), to allow for un-escorted access. The Contractor shall comply with all requirements necessary to obtain a CAC and/or Restricted Area Badge.

Facility Security Requirements

Not Applicable.

Personal Identity Verification

The Contractor shall comply with the following Personal Identity Verification clause.

52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

Unescorted Entry Authorization Certificate

See the paragraph entitled "Common Access Card & ID Badges", above.

Non-Disclosure Statement.

Each Contractor employee (including temporary employees) assigned to work under this contract / order shall complete the attached "Contractor Employee Non-Disclosure Agreement". A copy of each signed and witnessed Non-Disclosure agreement shall be submitted to the GSA Technical Representative prior to performing any work under this contract.

The Contractor shall not release, publish, or disclose sensitive information to unauthorized personnel, and shall protect such information in accordance with provisions of the following laws and any other pertinent laws and regulations governing the confidentiality of sensitive information:

18 U.S.C. 641 (Criminal Code: Public Money, Property or Records)

18 U.S.C. 1905 (Criminal Code: Disclosure of Confidential Information)

Public Law 96-511 (Paperwork Reduction Act)

10 Period of Performance

The maximum potential period of performance of this order is five years starting on the day of Task Order award or designated effective date; with a Base Period of 12 months and four Option Periods of 12 months each. The Government reserves the unilateral right to exercise an option period. The Government shall give the Contractor at least 30 days prior notice of its intent to exercise an option.

Planned performance periods are as follows:

Base year	1 Aug 2017 – 31 Jul 2018
Option year 1	1 Aug 2018 – 31 Jul 2019
Option year 2	1 Aug 2019 – 31 Jul 2020
Option year 3	1 Aug 2020 – 31 Jul 2021
Option year 4	1 Aug 2021 – 31 Jul 2022

11 Deliverables

Items, Time of Delivery, Place of Delivery

Support services shall be performed to meet a specific task objective. The task objectives and the period of performance shall be stated on individual Task Directives. Task Directives shall include a specific delivery date for reports and studies or a specific completion date for support services. As an alternative, the Task Directives may require the Contractor to establish time lines and milestones for completion of tasks. Government specified delivery or completion dates and Government approval of Contractor proposed time lines or milestones shall be binding on the Contractor. Support services and data items shall be delivered to the Government in compliance with the performance measures and quality requirements set forth in the QASP.

The Contractor is required to provide the following data items as stipulated in the following table.

PWS Ref.	Event or Item Title	Delivery Time	Deliver To
PWS Ref.	Project Start	Date of Award	
	Contractor Employee Non-disclosure Agreement (one for each employee assigned to work on this order)	After award but prior to commencement of performance by each Contractor or Subcontractor employee	Electronically to the GSA ITSS System & email to the IAE COR
Section 9 Security Requirements	Quality Control Plan	Within 15 business days after award.	Electronically to the GSA ITSS System & email to the IAE COR
Section 5 Meeting Objectives	Kick-off Meeting	within 5 business days after award or as agreed by the parties	
Section 5 Meeting Objectives	Kick-off Meeting Minutes	within 5 business days after the kick-off meeting	Electronically to the GSA ITSS System & email to the IAE COR
Section 4 Primary Performance Objectives	Funds and Man-Hour Expenditure Report	NLT 10 calendar days after the end of the monthly accounting period	Electronically to the GSA ITSS System & email to the IAE COR
Section 5 Meeting Objectives	Monthly Status Report - Final	NLT 10 calendar days after the end of the monthly accounting period	Electronically to the GSA ITSS System & email to the IAE COR
Section 4 Primary Performance Objectives	Project Management Plan	NLT 60 business days after award	Electronically to the GSA ITSS System & email to the IAE COR
Section 4 Primary Performance Objectives	Project Management Plan - Updates (Quarterly)	NLT than 10 business days after start of new Quarter	Electronically to the GSA ITSS System & email to the IAE COR
Section 4 Primary Performance Objectives	Detailed Program Roadmap - Updates (Quarterly)	NLT than 10 business days after start of new Quarter	Electronically to the GSA ITSS System & email to the IAE COR.
Section 4 Primary Performance Objectives	Profile Management Report	Weekly - Due date to be agreed upon by both parties	Electronically to the GSA ITSS System & email to the IAE COR
Section 4 Primary Performance	Release Plan	NLT than 1 sprint after start of Release	Electronically to the GSA ITSS System & email to the IAE COR

Objectives			
Section 4 Primary Performance Objectives	Enterprise Architectural and Integration Management Plan	NLT than 90 calendar days after Award	Electronically to the GSA ITSS System & email to the IAE COR
Section 4 Primary Performance Objectives	Enterprise Architectural and Integration Management Plan - Updates (Quarterly)	NLT than 10 business days after start of new Quarter	Electronically to the GSA ITSS System & email to the IAE COR
Section 4 Primary Performance Objectives	Architecture Weekly Meeting Minutes	NLT than 2 business days after meeting	Electronically to the GSA ITSS System & email to the IAE COR
Section 4 Primary Performance Objectives	Master Data Management and Governance Plan	NLT than 90 calendar days after Award	Email to the IAE COR
Section 4 Primary Performance Objectives	Master Data Management and Governance Plan - Updates (Quarterly)	NLT than 10 business days after start of new Quarter	Electronically to the GSA ITSS System & email to the IAE COR
Section 4 Primary Performance Objectives	Technical Governance Management Plan	NLT than 90 calendar days after Award	Electronically to the GSA ITSS System & email to the IAE COR
Section 4 Primary Performance Objectives	Technical Governance Management Plan - Updates (Quarterly)	NLT than 10 business days after start of new Quarter	Electronically to the GSA ITSS System & email to the IAE COR

Data Requirements / Descriptions

Documentation provided in response to the objectives will be in the Government's template format. If no format is prescribed, documents may be in the Contractor's preferred format using standard Microsoft Office products.

The content of all data items, if not self-explanatory from the template format, shall be agreed upon between the parties.

Contractor Employee Non-Disclosure Agreement.

The Contractor shall furnish a signed "Contractor Employee Non-Disclosure Agreement" for each Contractor and Subcontractor employee assigned to work under this contract / order, prior to their starting work.

Quality Control Plan.

The Contractor shall deliver a QCP as defined in Paragraph 6 of this PWS.

Staff Matrix.

The Contractor shall furnish a complete and current list of Contractor and Subcontractor employees who are assigned to work under this contract / order. The matrix shall include the staffing chart showing the name of each employee, his or her position in the staffing plan, job title, and the Government's task/office/function they are supporting. The lines of authority and responsibility of each staff member shall also be made clear to the Government. The matrix shall be updated with each change in personnel, job title, position in the staffing plan, or assignment of area of responsibility.

Funds and Man-Hour Expenditure Report

The contractor shall provide a Funds and Man-Hour Expenditure Report that provides the current task order accounting information indicated below. The Contractor can determine the format of the report provided it includes, at a minimum, the following information:

- Expenditures for labor, material, travel, and any other charges.
- Matrix of Actual hours expended vs. planned and/or funded hours, and an explanation of significant variances between planned and expended hours. The report shall included amounts for the current monthly reporting period and the cumulative actual vs. planned hours and amounts for the entire contract/order up to the report date.
- Burn rates for the current period and the cumulative amount for the entire contract/order up to the report date. The information shall be presented in numerical and chart format for each CLIN
- Cross-walk of work performed to amounts billed.

In addition, the Funds and Man-Hour Expenditure Report shall include labor charges for actual hours worked and Support Items, which are authorized in the task (e.g., travel, training, etc.). Charges shall not exceed the authorized cost limits established for labor and Support Items. The government will not pay any unauthorized charges. Original receipts, travel vouchers, etc. completed in accordance with government Travel Regulations shall be maintained by the contractor to support charges other than labor hours and made available to government auditors upon request.

Monthly Status Report (MSR)

The contractor shall provide a MSR that briefly summarizes, by task, the management and technical work conducted during the month, as well as business information listed in the CDRL. The contractor shall provide at a minimum the following information:

- Summary of effort, progress and status of all activities/requirements by task linked to deliverables as appropriate
- New work added since the previous Monthly Status Meeting

- Brief summary of activity planned for the next reporting period
- Deliverables submitted for the period by task and linked to the milestone schedule
- All standards followed in support of the requirements
- Staffing
- Milestone updates and schedule changes, issues and/or variances.
- Problems or issues
- Government action requested or required

Trip Reports (IF REQUIRED)

For all long distance travel, the contractor shall submit Trip Reports five working days after completion of a trip. (See Section 7).

The Trip Report shall include the following information:

- Personnel traveled
- Dates of travel
- Destination(s)
- Purpose of Trip; Task objective supported; MAJCOM supported (if applicable); training (be specific)
- Actual Trip Costs
- Approval Authority (Copy of the e-mail authorizing travel by Government official)
- Summary of trip events and accomplishments

The contractor shall reconcile the Trip Reports with each invoice such that they can be matched month by month.

Other Reports

The content and format of other reports shall be provided by the Government or determined between the parties after award.

12 Quality Assurance and Quality Control

Contractor Quality Control Plan (QCP)

The Contractor shall be responsible for quality assurance and quality control of all services performed and all items delivered under this contract/order.

The Contractor shall prepare and maintain a Quality Control Plan (QCP) as a guide for implementing quality assurance and quality control procedures. The Contractor shall submit the QCP to the Government for information and acceptance. The Government has the right to require revision of the Contractor's QCP should its implementation fail to control the quality of items and/or services delivered under this contract/order.

The QCP shall include an explanation of the processes and procedures for ensuring satisfactory performance and delivery of quality items and/or services. Additionally, as a minimum, the QCP shall include the following items.

- A description of the inspection system to cover all major services and deliverables.

The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title of inspectors.

- A description of the methods to be used for identifying and preventing defects and deficiencies in the quality of service performed.
- A description of the records to be kept to document inspections and corrective or preventative actions taken.

All records of inspections performed shall be retained and made available to the Government upon request throughout the task order performance period, and for the period after task order completion, until final settlement of any claims under this task order.

The Contractor shall implement a quality program based on its QCP. In compliance with the QCP, the Contractor shall manage, surveil, assess, improve and/or correct contract performance to ensure the quality of the services and deliverable products, as a minimum, meet the level of quality required by the Government Functional Managers or Technical Representatives.

In the event of quality concerns, identified by the Government, the Contractor shall immediately take corrective action in response to Government required changes to the QCP.

The QCP shall be delivered to the Government as stipulated in the Delivery Schedule, see Paragraph 6.1 of this PWS, above.

Government Quality Assurance Surveillance Plan (QASP)

The Government will evaluate Contractor performance under this contract / task order in accordance with the attached Quality Assurance Surveillance Plan (QASP). The purpose of this evaluation is to ensure that Contractor performance meets Government requirements. The QASP also indicates the potential decrease in compensation for unsatisfactory performance due to a reduction in value received. The Government reserves the unilateral right to change the QASP at anytime during contract performance provided the changes are communicated to the Contractor by the effective date of the change. The QASP along with its attached "Surveillance Objectives, Measures, and Expectations" and "Performance Evaluation" chart identifies evaluation procedures, PWS items to be evaluated, and the measures against which performance will be evaluated. The QASP is provided as an attachment to this PWS.

The contractor shall establish and maintain a complete Quality Assurance Surveillance Plan (QASP) to ensure the services are performed in accordance with SOW and commonly follow the Information Technology best practice. The contractor shall develop and implement procedures to identify, prevent and ensure non-recurrence of defective services. The Government reserves the right to perform inspections on services provided to the extent deemed necessary to protect the Government's interests. The contractor must control the quality of the services and deliverables provided in support of this task and maintain substantiating evidence that services conform to contract quality requirements and furnish such information to the Government if requested.

13 Government Furnished Items

The Government will provide the following resources to the Contractor for task performance:

Data

The Government will provide documents reports, database access, data, and other information as available and as required to facilitate accomplishment of work, as stated within this PWS.

The contractor is responsible for obtaining data necessary to perform each task if that data is in the public domain and is not otherwise furnished by the government.

Equipment – Tools - Accessories

The Government will not provide IT equipment when Government facilities are utilized in performance of this contract.

When Government facilities are utilized in performance of this contract, the Government will not provide office supplies (paper, pens, pencils, etc) as required.

Materials

Not applicable to this contract/order.

Facilities

From time to time, as dictated by task requirements, one or two Contractor employees may be required to work at the Government facilities located in Washington DC. The Government will provide office space for these employees, when required.

When Government facilities are utilized in performance of this contract, the Government will provide photo identification (See Paragraph 9 Security Requirements)

Government facilities have been inspected for compliance with the Occupational Safety and Health Act (OSHA). No hazards have been identified for which workarounds have been established. Should a hazard be subsequently identified, the government corrects OSHA hazards in accordance with base-wide government developed and approved plans of abatement taking into account safety and health priorities. A higher priority for correction will not be assigned to the facilities provided hereunder merely because of this contracting initiative. The fact that no such conditions have been identified does not warrant or guarantee that no possible hazard exists, or that workaround procedures will not be necessary or that the facilities as furnished will be adequate to meet the responsibilities of the contractor. Compliance with the OSHA and other applicable laws and regulations for the protection of employees is exclusively the obligation of the contractor, and the government will assume no liability or responsibility for the contractor's compliance or noncompliance with such responsibilities, with the exception of the aforementioned responsibility to make corrections in accordance with approved plans of abatement subject to base-wide priorities. The contractor shall return the facilities to the government in the same condition as received, fair wear and tear and approved modifications excepted. These facilities shall only be used for performance of this contract.

NOTE: All Government-provided products and facilities remain the property of the Government and shall be returned upon completion of the support services. Contractor personnel supporting this

requirement shall return all items that were used during the performance of these requirements by the end of the performance period.

Safeguarding Government Furnished Property - Physical Security

The Contractor shall be responsible for safeguarding all Government property provided for Contractor use. At the end of each work period, Government facilities, property, equipment and materials shall be secured. The Contractor shall be responsible for any damage caused by his personnel to the building, finishes, furnishings, equipment, etc., and shall repair, clean, replace, or restore damaged items to the condition existing immediately prior to the item being damaged. The Contractor shall conform to the provisions of AFI 31-101, Integrated Defense, for safeguarding the Government-furnished facilities and material therein.

Training

During the course of this contract / order the Government may require Contractor employees to receive specialized training in areas necessary to allow the Contractor to fulfill the requirements of this contract / order (e.g., LAN Information Assurance Training, Government unique software or software tools, Security Training). In such cases Government mandated training shall be considered part of this contract and charged against the task(s) to which the individual Contractor employee is assigned.

NOTE: The Contractor shall be responsible for the supervision, training and guidance of its personnel to accomplish this contract / order. Unless Contractor employee training is specifically identified and authorized by the Government, in writing, the Contractor shall not bill the Government for employee time spent in training or for any costs related to or associated with Contractor employee acquired training. This applies to training of any type or for any purpose, including training that is either necessary for job or employment eligibility or a prerequisite to performance of work under this contract/order, whether general in nature or specialized and unique to this requirement.

Government-Furnish Services

Not Applicable

14 Government Delays in Reviewing Deliverables or Furnishing Items

If contractor performance or submission of deliverables is contingent upon receipt of government furnished items (data, equipment, materials, facilities, and support) or input, or upon government review and approval of interim items or draft documents (collectively referred to as Government Performance), the government shall specify when it will provide such items or input, or the time it will need to perform reviews or give approvals. If the government fails to meet item, input, review, or approval deadlines, contractor performance or submission of deliverables shall automatically be extended one calendar day for each day of government delay. The contractor shall promptly advise the Contracting Officer of any delays in receipt of government furnished items, input, reviews, or approvals. If dates for Government performance are not specified in this contract/order or associated task directives, this clause will not apply, and contractor delays must be handled or negotiated under other provisions of this contract or order.

15 Notices

Contracting Officer's Technical Representative

The work to be performed under this contract is subject to monitoring by an assigned Contracting Officer's Technical Representative (COTR). The COTR appointment letter, outlining the COTR responsibilities under this contract/order, will be provided to the contractor under separate cover upon request. Questions concerning COTR appointments should be addressed to the Contracting Officer.

Government Technical Representative - Task Management

In addition to the COTR, the Government will assign one or more project officers to manage and monitor the work under this contract / task order. One of these individuals may be assigned as the Government Technical Representative. The Government Technical Representative will participate in project meetings and review task order deliverables and will provide technical assistance and clarification required for the performance of this task. Refer to the attached QASP for specific information on project monitoring.

16 Contact Information

Contractor Contacts

[To be added at time of contract award.]

Government Contacts

GSA Federal Acquisition Service
Ms. Kristen Buzby, GSA Project Manager/COR
Office of Systems Management - IAE/SAM
1800 F Street NW, HUB: 4323
Washington, DC 20405
Phone (703) 605-9354 / (202) 570-6753 (cell)
Email: kristen.buzby@gsa.gov

GSA Federal Acquisition Service
Primary
Mr. Chris A. Payton, Contracting Officer
230 South Dearborn Street, Rm 3800
Chicago, Illinois 60604
Phone: 312 / 353-0783
Fax: 312 / 886-3827
email: chris.payton@gsa.gov

GSA Federal Acquisition Service
Alternate
Mr. Eben Greybourne, Contracting Officer
230 South Dearborn Street, Rm 3800
Chicago, Illinois 60604
Phone: 312 / 886-3811
Fax: 312 / 886-3827
Email: eben.greybourne@gsa.gov

17 Additional Provisions

Data Rights

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

Limited Use of Data

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this contract/order all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of contract/task order end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

Proprietary Data

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

Inspection and Acceptance

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to each task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government's Technical Representative's findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

Contract Type

This task order/contract will be awarded using a Firm Fixed Price Labor Hour contract type.

Ceiling Price Notification

Per clause 52.323-7, Payments under Time-and-Materials and Labor-Hour Contracts, the contractor is reminded – “If at any time the Contractor has reason to believe that the hourly rate payments and travel costs that will accrue in performing this contract in the next succeeding 30 days, if added to all other payments and costs previously accrued, will exceed 85 percent of the ceiling price in the Schedule, the Contractor shall notify the Contracting Officer giving a revised estimate of the total price to the Government for performing this contract with supporting reasons and documentation.”

Task Order Funding

It is anticipated that this task order will be incrementally funded. Accordingly, the following provision applies.

Incremental Funding

(GSA 5QZA AOD Memo, Subject: Incremental Funding-3 2009 01 (revised 07-23-09)

This project may be incrementally funded. If incrementally funded, funds will be added to this task via a unilateral modification as they become available. Contractor shall not perform work resulting in charges to the government that exceed obligated funds.

The Contractor shall notify the Contracting Officer in writing, whenever it has reason to believe that in the next 60 days, when added to all costs previously incurred, will exceed 75% of the total amount so far allotted to the contract/order by the Government. The notice shall state the estimated amount of additional funds required to complete performance of the contract/order for the specified period of performance or completion of that task.

Sixty days before the end of the period specified in the Schedule, the Contractor shall notify the Contracting Officer in writing of the estimated amount of additional funds, if any, required to continue timely performance under the contract/order or for any further period specified in the Schedule or otherwise agreed upon, and when the funds will be required.

The government is not obligated to reimburse the Contractor for charges in excess of the obligated funds and the Contractor is not obligated to continue performance or otherwise incur costs that would result in charges to the government in excess of the amount obligated under this order.

End of clause

Material and Material Handling Costs

Material and material handling costs will be paid as provided in FAR 52.232-7(b) “Payments under Time-and-Materials and Labor-Hour Contracts”. Material overhead will

not be authorized if the costs normally included in that overhead (purchasing staff or other material handling costs) are being directly charged to this contract/task order.

Productive Direct Labor Hours

The Contractor shall only charge for labor hours when work is actually being performed in connection with this Task Order and not for employees in a “ready” status only. For this task order 1 FTE (full time equivalent) = 1920 labor hours.

Invoicing and Payment

The following provision applies and is incorporated into this order by reference - FAR 52.232-7, Payments under Time-and-Materials and Labor-Hour Contracts

Invoice instructions shall be provided at the time of award.

Payment for Unauthorized Work

The Contractor will not be paid for the performance of work that is not authorize under this Task Order. No payments will be made for any unauthorized supplies and/or services or for any unauthorized changes to the work specified herein. This includes any services performed by the Contractor on their own volition or at the request of an individual other than a duly appointed CO, COTR, or Government Technical Representative. Only a duly appointed CO is authorized to change the specifications, terms, or conditions under this effort.

Payment for Correction of Defects

The Contractor will not be paid profit on re-performance of any defective or deficient work.

Attachments

1 Business Epics

2 Detailed Program Roadmap

3 Agile Playbook

4 Current IAE Tool List/software

5 BSP Information sheet

6 Programming Languages needed (referenced on page 12)

7 QASP (Quality Assurance Surveillance Plan)

8 Organizational Conflict of Interest Provisions